

Infosys Goes to University to Build Business Worldwide



Infosys Technologies Ltd
Bangalore, India
www.infosys.com

Industry:

Professional Services

Annual Revenue:

US\$3.09 billion

Employees:

80,500

Oracle Products & Services:

Oracle University

Key Benefits:

- Ensured more than 100 staff are certified in Oracle E-Business Suite, qualifying them to deliver the solution to customers worldwide
- Provided feedback into the beta version of Oracle E-Business Suite
- Enabled staff around the world to undertake training in their own time via online courses
- Enabled more than 3,000 employees to take various Oracle University learning programs through a range of delivery modes

“The quality of the courses is very good and the materials are extremely well designed. We have also had extremely strong feedback from Infosys staff who have completed courses at Oracle University.” – Dr Subhash Chandra Rastogi, Head, Enterprise Solutions Academy, Infosys Technologies Ltd

Infosys Technologies Ltd (NASDAQ: INFY) defines, designs, and delivers IT-enabled business solutions. These solutions focus on providing clients with strategic differentiation and operational superiority. Infosys creates these solutions by leveraging its domain and business expertise to offer a complete range of services. For the fiscal year ending March 31, 2007, Infosys recorded revenues of more than US\$3 billion with net income of over US\$850 million. Infosys is a NASDAQ 100 company.

Infosys uses a global alliance with Oracle to deliver Oracle-based systems and services to clients worldwide. These enable businesses to build a more flexible architecture to support faster deployment of new applications, achieve a consolidated view of their global supply chain, reduce costs by leveraging global sourcing, or employ predictive capabilities to exploit emerging opportunities or avert looming obstacles.

To support Infosys’ status as a Global SI Partner—recognized at the Worldwide Certified Advantage Partner level—Oracle has provided extensive training support through its Oracle University educational resource. More than 3,000 Infosys employees globally have benefited through Oracle University-based knowledge, enabling them to deliver Oracle products and services to a high level of expertise.

Oracle University courses typically run between five and 15 days, depending on the complexity of the product and associated business process changes.

“The quality of the courses is very good and the materials are extremely well designed,” said Dr Subhash Chandra Rastogi, head of the Enterprise Solutions Academy at Infosys. “We have also had extremely strong feedback from Infosys staff who have completed courses at Oracle University.”

Upskilling Delivers Results

Infosys is one of the world's most rapidly growing consulting and information technology services companies. In 2007, the company's revenues crossed US\$3 billion. Key to the company's success is its low-risk, high-quality Global Delivery Model, whereby work is broken up into logical components to be completed in the most efficient location.

With staff numbers rising sharply, in 2003 Infosys created an Enterprise Solutions Academy (ES Academy) within the company to manage the educational requirements of everyone from new recruits to 20-year veterans. The ES Academy currently has to service an annual intake that reached 1,740 engineers and MBA graduates in 2006.

"This is a very different concept for a systems integrator, but we had to ensure our staff could get the expertise and certification needed to service our clients to the very highest level," said Dr Rastogi.

While the ES Academy itself provides an extensive portfolio of training and certification courses, the academy has partnered with Oracle University to provide its consultants with training in Oracle products.

"Oracle is constantly growing its portfolio of solutions, upgrading existing products, and acquiring new product companies," said Dr Rastogi. "Oracle University provides expert, in-depth training across the Oracle suite of products and services.

"There is no point in us trying to duplicate this effort or invest in something we don't need to," he added.

Participating in the Oracle University program brings benefits to Infosys other than a more skilled workforce. As a strategic partner to Oracle, Infosys can also contribute knowledge to the development of new Oracle products and services.

"We did contribute to the beta certification of Oracle E-Business Suite, with more than 150 Infosys consultants providing input to Oracle University as to where the product could be improved," said Dr Rastogi. "We now have more than 100 people certified in Oracle E-Business Suite—more than anyone else in the world—and they continue to provide lots of input to Oracle as well as staying apprised of new developments."

Oracle University Reviews Infosys Curriculum

It often becomes viable for the ES Academy to deliver Oracle courses internally based on the level of demand, or for some basic products.

For example, 85% of consultants that specialize in relatively ‘vanilla’ products such as Oracle9i Database are trained in-house, with the remaining 15% undertaking courses at Oracle University.

“To ensure quality, we engaged Oracle University to review our curriculum content, materials, and questions for course attendees,” said Dr Rastogi. “They give us sound advice that ensures we deliver the best possible internal courses.”

These courses do not cover newer products, or products taken on through acquisition of companies such as Hyperion or Demantra. About 95% of consultants that specialize in these new areas take the relevant courses from Oracle University.

Overcoming the Tyranny of Distance

Infosys’ burgeoning growth within India and worldwide has created a geographically distributed organization that makes delivering face-to-face training, a sometimes costly exercise.

“This has posed a problem for us because people in India are not used to alternatives such as e-learning,” said Dr Rastogi. “People prefer to come to a classroom.

“In addition, the firewall we apply across our systems prevents Infosys employees from viewing streaming audio and video.”

To create more flexibility for staff to access the online courses available through Oracle University, Infosys is establishing e-libraries in offices in Pune, Mangalore, and Hyderabad. These currently include 20 PCs where staff can access streaming audio and video. This number is expected to grow to 100–150 by late 2008 across various locations in India. Employees working in Europe and the U.S. are already benefiting from streaming audio and video.

The availability of online courses through Oracle University means staff will be able to undertake training without disrupting their client work.

The benefits of e-learning apply to staff outside India as well. “Our certification program applies to employees regardless of

country,” said Dr Rastogi. “We have 25 to 30 staff who specialize in Oracle E-Business Suite who work in Europe or the U.S.”

Helping Ambitious Employees to Get Ahead

A certification from Oracle University can provide ambitious employees with an edge in the competitive Infosys culture.

“Because it’s an external certification, it provides good branding for an employee,” said Dr Rastogi. “They become of greater value to Infosys and to our customers.”

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